

## 55304 Factoring Customers

Does your local authority conduct surveys of factoring customers?

Yes.

How many factoring customers does your local authority currently have?

512 properties.

If surveys are conducted, please provide:

- a. A copy of the most recent survey or the list of questions used.

Please refer to the attached letter and Factoring Questionnaire.

Third-party personal information has been redacted from the document provided in compliance with the Data Protection Act 2018.

- b. The typical response rate for these surveys.

Circa 15%.

- c. The frequency with which the surveys are conducted.

Annually.

- d. The methods used to distribute the surveys (e.g. online, postal, telephone).

They are distributed by post/e-mail depending on existing contact preferences with responses accepted either by return of post or an online portal.

How is the feedback from these surveys used by your organisation (e.g. for service improvement, reporting, or strategic planning)?

Some details are used for the annual return on charter, and all data is reported to management.